

# Louisiana Medicaid Expansion Implementation Questions and Answers

## Index of Topics Included

- Application Status Checks
- CHIP Pregnant Woman Program Impact
- Eligibility Inquiry Responses
- Enrollment Data for New Adults
- Food Stamp-Assisted Enrollment – See SNAP-Assisted Enrollment
- Medicaid Application Centers
- Outreach Materials
- Outstationing
- QMB Programs Impact
- Questions about Expansion
- SNAP Assisted Enrollment
- Spenddown Medically Needy Program Impact
- Website for Medicaid Expansion Information

## Applications

- What is the process to check status of an application we have previously submitted?  
**DHH has created [a form that can be submitted](#).**
- Where can I find Medicaid expansion applications?  
**It is the same application that is currently used for non-Expansion Medicaid. DHH's preference is electronic application or telephone applications as they allow for faster processing but paper applications (Application for Coverage, BHSF Form 1A Revision Date 7/24/15) will be accepted. The paper application can be downloaded from the [DHH website](#) by clicking on the link "Apply by Mail."**
- Where can people get applications for new adults for expansion? **NEW**  
**The application is the exact same Medicaid application that we use now. Preference is online/telephone applications because they are easier to process. We do have paper applications that are available and can be downloaded and printed from [website](#), but it is the same form, no difference. Healthy.la.gov Resources is being updated and will include link for application**
- When completing an online application, do we still have to present a faxed document to Medicaid? **NEW**  
**The online process during June is not changing. Starting July applicants also will have the option to complete the application through healthcare.gov. Application Centers who use healthcare.gov will increase their reimbursement from \$14 to \$20 if certification comes through healthcare.gov. They would have to enter their Medicaid Application Center ID number to get the reimbursement. We have authorized the Marketplace, starting July 1, to make eligibility determinations for us. So decisions will be received by us very rapidly (day or so) and the person will get card from their Healthy Louisiana Plan in a few weeks. FYI: We are working on recording training on how to use the Marketplace and receive the reimbursement. This will be posted on the Resources page when completed.**

## Eligibility Inquiry Responses

- Will the July 1 eligibility date for clients rolling over from GNOCHC/Take Charge be reflected in the online Medicaid Eligibility Verification System prior to July 1?  
**Yes, eligibility responses show up to twelve months historical eligibility and three months future eligibility. For example, on 6.20.16, the eligibility response will show Take Charge Plus eligibility only for date of service 6.1.16 and New Adult Group plus name of Health Plan for a future date of service 7.1.16. DHH strongly recommends that providers wait until 6.15.16 to start proactively checking July eligibility and Health Plan assignment.**
- College students who work on campus: is this considered income?  
**We do expect a lot will be eligible, depending on if they are being claimed on someone's income taxes. If they are the parent/guardian claiming them, then income will be included.**
- Are income limits gross or net?  
**We look at gross income for expansion - no deductions.**
- Will Pharmacy reimbursement still be the same?  
**Yes - No change.**
- For adults covered under expansion will they be covered for eye and dental?  
**Dental visits that the five Health Plans provide are the adult dental that current folks get except 19 and 20 year olds. This will continue through MCNA. The five Plans do offer adults some extra dental/eye benefits. Those vary by Plan and you can see the dental/vision benefits under outreach material there is a comparison chart. There is no change in benefits that the Healthy Louisiana Plans are required to supply.**
- When a Provider Request for Eligibility Status form is faced in, how will the person who requested the status be notified of the status?  
**The form is completed with the requested information and faxed back to the provider.**
- How will it work for pregnant mothers enrolled in LaMOMS nearing the 60 day post-partum? Are they kept in the same Plan? **NEW**  
**Before we close any case, including pregnant women, our eligibility workers look to see if they qualify for any other program. Before July 1, many would be eligible for Take Charge Plus. After July 1, instead of putting them in Take Charge Plus they will be enrolled in the new adult group without disruption in coverage.**

#### **CHIP Pregnant Woman**

- Will the CHIP Plan that covers non-citizens who are pregnant change at all? Will non-citizens remain eligible for prenatal care and coverage under this program after Medicaid expansion?  
**The CHIP Pregnant Woman program is not changing in any way as a result of Medicaid expansion**

#### **Enrollment Data for New Adults**

- Will it be possible to get data on the number of people enrolled periodically moving forward? Will reports be available to judge our progress on a community level for the number of successful enrollments?

DHH plans to provide weekly enrollment updates through the [Healthy.la.gov](http://Healthy.la.gov) website on the number of New Adults enrolled at the parish level.

#### Enrollment Events

- I would like to host an enrollment event and have someone from Medicaid assist with Medicaid application completion. What are our next steps?  
**Application assistance at your event can be conducted by Medicaid staff or a certified Medicaid Application Center. To request Medicaid assistance, fill out [the online form](#). Visit our website to find a [Medicaid Application Center](#) to assist you.**

#### Medicaid Application Centers (ACs)

- How can I become a DHH-certified Medicaid Application Center?  
**See the [Resources section](#) at [Healthy.la.gov](http://Healthy.la.gov).**
- Will Medicaid AC Representatives be able to look in a system to see if an application has been submitted for a particular person or is pending review? We are concerned with flooding the system with multiple applications for the same person and want to mitigate that.  
**No -- Medicaid AC Representatives do not have inquiry rights to see pending application status or denials. Providers can determine through the Medicaid eligibility verification systems that an individual has been approved but cannot see pending applications or denied applications. Outstationed eligibility workers have real time access to all Medicaid eligibility systems and can see if an application is already pending and if it has been denied in the past 30 days. They also can see if the application can be reopened without completion of a full application, as well as if someone qualifies for SNAP-assisted enrollment and doesn't need to complete a full Medicaid application. To my thinking, that is a major piece of the value they bring**
- What should providers do if the healthcare.gov website goes down and is not functioning? Should they fill out the application through Medicaid.la.gov? Are health centers still eligible for payments in this situation? (During each Marketplace open enrollment the healthcare.gov website inevitably stops working at some point due to volume.  
**Completing the DHH online application will continue to be an option and we will continue to pay \$14 for completed applications.**
- How can we get our Medicaid Application Center added to the list of locations where someone can apply In Person on the [Healthy.la.gov](http://Healthy.la.gov) website?  
**Send an email to [healthy@la.gov](mailto:healthy@la.gov) and request to be added. The listing of Application Centers, who have agreed to provide assistance with New Adult applications, is continually being updated and changes will be reflected on the website as quickly as possible.**
- What is the status of training regarding Expansion/Healthy Louisiana for Medicaid Application Center representatives?  
**Adult Group Training was actually released yesterday, 5.24.2016 by email to current Application Center Representatives. We have posted the training slides to the Application Center Resource Library as well.**

#### Online Application Using Healthcare.gov

- Has it been finalized that Medicaid Application Centers should enter their DHH Medicaid Application Center number preceded by zeros to get the 13-digit number when completing the application Medicaid through Healthcare.gov ?

**Yes, the DHH Medicaid Application Center number and leading zeros to equal 13 characters should be entered in the “ID number” field on the “Help applying for coverage” screen...**

#### **Outreach Materials**

- Where can I download a pdf of the Medicaid Expansion **Healthy Louisiana** outreach flyer to print and distribute?

**Go to [healthy.la.gov](http://healthy.la.gov), the Medicaid expansion website and click the link on the Resources link on the left.**

- Would it be possible to have the materials you are developing available in Spanish and Vietnamese?

**We are translating outreach materials into Spanish and Vietnamese; meanwhile we have posted English versions first while work to get translations done.**

#### **Outstationing**

- What do I need to do request an outstationed Medicaid eligibility worker?  
**Information and associated forms can be viewed and downloaded from the [Healthy.la.gov](http://Healthy.la.gov) website under the [Resources link](#).**

- Is the Outstation worker a representative that is employed by the hospital or is this someone that DHH will send to the site?

**The outstationed Medicaid eligibility worker will be a trained DHH employee.**

- If this is a current employee of the site, will DHH provide funding to the site for the employee (Paid per application like now, or a flat fee)?

**DHH will continue to reimburse Medicaid Application Centers for applications; in addition, certain providers, including hospitals owned by a hospital service district may be able to obtain federal match for their direct costs for Medicaid outreach and enrollment assistance (i.e., salary and benefits for Medicaid application center representatives, equipment, and communications). For more information, please contact [Randy.Davidson@la.gov](mailto:Randy.Davidson@la.gov)**

- Will the equipment needed to process applications be provided by DHH?  
**Yes, DHH will provide the necessary computer software and hardware. The host site is responsible for providing phone line and Internet access.**

#### **Providers**

- Does DHH anticipate a shortage of providers with this expansion?  
**The five Healthy Louisiana Plans have been working successfully to increase their provider network capacity; DHH intends to closely monitor access to care and work with our Health Plans to identify and address gaps.**

- Can we see list of Medicaid Providers in our area?

Provider list will be on every Healthy Louisiana Plan, there is a search engine. Real time resource is go to provider search for Healthy Louisiana and you can get it by provider type and parish (currently [www.bayouhealth.com](http://www.bayouhealth.com))

- In Lake Charles area I am concerned we will not have enough doctors, we may need to educate the recipients on who takes Medicaid.  
**The fived Health Plans will be providing information and outreach on those doctors who open their panels. My suggestion is to work with your patients to contact Member Services for their Health Plan.**

#### **QMB Programs Impact**

- Will we continue to have QMB Programs after Medicaid Expansion?  
**Yes. Medicaid expansion does not impact the Medicare Savings Programs (QMB, SLMB, and Qualified Individuals) in any way.**

#### **SNAP Assisted Enrollment**

- Can we get a supply of the forms sent to persons getting SNAP who can enroll without completing a full application and who do not have the letter with them?  
**The form—including a place to indicate the names of all members of the SNAP household—can be downloaded from the [Resources section](#) of the Healthy.la.gov website. The form includes information on ways to respond (telephone, fax, e-mail, regular mail).**

#### **Spend Down Medically Needy Program Impact**

- Will the Medicaid Spend Down Medically Needy Program still exist after Medicaid expansion on 7/1/16?  
**Yes. There is no change for persons who meet the Medicaid age (65 and above) or disability (unable to work for twelve months or longer) categorical requirements as they are not eligible for coverage in the New Adult group. *Note that Resources will continue be an eligibility requirement in the MNP Spenddown Program.***

#### **Website for Medicaid Expansion**

- Where can we locate information on the internet?  
[Healthy.la.gov](http://Healthy.la.gov)

#### **Health Plan Assignment**

- Are patients able to call to preselect a Plan they know a provider contracts with so they will be placed in that Plan effective 7/1?  
**No, our systems do not have this capability. DHH explored doing this but the multiple system changes to do this were prohibitive.**
- How will auto assign be done?  
**We have an algorithm in our State Plan and approved by CMS. If the individual was previously in Medicaid and in one of our Plans, they will be auto assigned to this Plan. Second thing we look at is other household members. As you know most enrollees for full service Medicaid in Louisiana are children, so if we are looking at the parents of a child and can identify relationship, the parents will be enrolled in the same Plan as their children. If we**

have claims info on someone, we can make sure the provider is in the Plan we assign. We do a round robin assignment, no balancing, no preference.